

Information Network of Kansas Board Meeting Minutes

July 2022 Regular INK Board Meeting July 7, 2022

Opening

A meeting of the INK Board was called to order in the Secretary's Conference Room in the Kansas Department of Revenue at 10:00 a.m. by INK Board Chair Tom Sloan with the following members present:

Lori Blake, representing the Kansas Association of School Boards
Mark Burghart, Secretary of Revenue
Kate Butler, representing the Kansas Bar Association
Jennifer Cook, representing the Secretary of State (*by phone*)
Jim Haugh, representing the Secretary of Commerce
Andrea Krauss, representing the Kansas Independent Oil & Gas Association
Glen Yancey, representing the Executive Branch Chief Executive Technology Officer

Others Present

Teri Takai, Senior Vice President, Center for Digital Government; Susan Mauch, INK Board Counsel; Duncan Friend, Executive Director, Information Network of Kansas; Nolan Jones (*by phone*), James Adams, and Ashley Gordon, Kansas Information Consortium, LLC.

Regular Agenda

Regular Business

1) **Presentation: The State of Government Experience & Customer Engagement**

Ms. Teri Takai, the Vice President of the Center for Digital Government, presented to the board about national trends at the state level in use of technology to engage the public – and their expectations for doing so. Sloan asked Takai to provide him for information regarding a workforce dashboard in the State of Wyoming mentioned in the presentation. There was a question by Friend on policy aspects of using third party sites and software for citizen interaction and brief discussion where Takai emphasize putting digital equity policies in place early before purchase / adoption. *<A copy of the presentation is attached.>*

Action Taken: None.

<Friend left the meeting to accompany Takai out of the building. >

The Board members then introduced themselves to the new member in attendance, Andrea Krauss, and took up the Consent Agenda.

Consent Agenda

The consent agenda for the meeting as published included the draft minutes for the February 3, 2022, May 5, 2022, and June 2, 2022 INK Regular Board meetings, the June 2022 Network Manager report, and the following contracts for KanPay Counter services: City of Lake Quivira; Graham County EMS; Graham County Register of Deeds; City of Riley; Marion County; Rooks County – Register of Deeds; and City of Parker.

Action Taken: Blake moved to approve the Consent Agenda items, without the February 3 and May 5, 2022 INK Board Regular meeting minutes. Seconded by Butler. There was no further discussion. The motion was unanimously approved.

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Sloan then described the two committees that currently existed for the Board and their membership. He said that he'd like to put Krauss on the Policy and Procedure committee. He then suggested that the members rearrange the agenda to move up the Kansas Department of Revenue Payment Portal contract item to before the Executive Session.

3) **KDOR Payment Portal Contract**

Jones (via phone) provided an overview of the payment portal project and the services it would provide for payment of delinquent taxes, roughly \$180MM-\$200MM annually.

<Friend returned to the meeting>

Friend indicated he was supportive of the project and contract. He wanted the members to understand the financial model and reimbursement method being used for ACH payments associated with it and asked Jones to explain it. In summary, to avoid having taxpayers pay an ACH fee, ACH processing would be done through the State Treasurer for straight payments. However, for those using an installment payment plan that had to be run through INK ACH, the Department of Revenue would split the fee charged for setting up that plan with INK to subsidize those expected costs so that the ACH fee per transaction would not be charged to those taxpayers either. Credit cards would be processed the same as usual.

Friend said that the reason he wanted the Board to be informed is that this is not INK's normal payment module so they were trying to project across installment payment plans as long as 24 months, that the \$12.50 per plan they receive from Department of Revenue will subsidize the cost of the ACH. It's been modeled out, but there is some risk there. Yancey asked what the projections were, and Friend deferred to Jones. Jones said he did not have the figures in front of him but they were projecting the ACH fees would not exceed what they would be collecting from the \$12.50 share to INK from the installment payment plan fees. Friend added that the other thing they would be covering was the cost of the chat solution.

Action Taken: Yancey moved to approve the contract. Seconded by Haugh. There was no further discussion. The motion was approved unanimously, with Secretary Burghart abstaining.

2) **Executive Session: Attorney Consultation on Personnel and Contractual /Legal Matters**

Sloan asked to return to the item above on the agenda, the Executive Session and asked for a motion for 30 minutes.

Action Taken: Yancey moved that the meeting of the Information Network of Kansas Board of Directors be recessed for a closed executive meeting for thirty-two minutes beginning at 10:58 a.m. pursuant to K.S.A. § 75-4319(b)(2) for consultation with an attorney for the public body which would be deemed privileged in the attorney-client relationship and those involving personnel matters of non-elected personnel with the Information Network of Kansas Board of Directors to resume the open meeting at the current location at 11:30 a.m. and that this motion, if adopted, be recorded in the minutes of the Information Network of Kansas and be maintained as a part of the permanent records of the Board and that the board members, their proxy representatives, and Mauch attend. Seconded by Yancey. There was no discussion. The motion was approved unanimously.

The Board returned to open session at 11:30 a.m.

Action Taken: None.

5) KBI Amber Alert Grant Increase Request (5% salary adjustment)

Friend informed the Board that his understanding was that no meetings had yet occurred to work on the planning and requirements for the Amber Alert enhancement. They had also been unable to find a signed copy of the base / original contract to perform the Amber Alert services they were performing now. He said his understanding of the situation was that all three agreements – for the person specified in the grant, for the INK project to upgrade Amber Alert, and now the base contract for the Amber Alert services being provided now, all needed to be completed before they would start. Sloan suggested a motion could be made to make the salary increase dependent on the execution of the base contract. Blake asked if it was setting a precedent to allow for retroactive salary adjustments in grant proposals – her experience in grant writing was normally to project that in the proposal. Yancey explained the background of the cost-of-living adjustment.

Action Taken: Blake moved to approve the KBI's request for an increase in the previously awarded grant budget for Amber Alert Enhancement in the amount of \$3,043.50. The approval was contingent upon execution of a base contract for Amber Alert services. Yancey seconded the motion. There was no further discussion. The motion was approved unanimously.

4) KSU Grant Resubmission – Mapping the Kansas Beef Supply Chain

Sloan opened the discussion, indicating that the grant ranking showed marginal support. The members then discussed the proposal and their questions about it extensively. In summary, while there was no motion, the members asked Friend to communicate several questions back to the grant applicant as follows:

Why is Department of Defense not fundings the project? Why are there no support letters from other stakeholders, like the U.S. Department of Agriculture, the Kansas Department of Agriculture, the Kansas Livestock Association, and others mentioned in the grant application? Can they explain why the Department of Agriculture could not do this? There was also a request to provide more information about the methodology they planned to use.

They closed by suggesting that, if the applicants wanted to re-submit the proposal again, they should wait until the November 2022 window where Friend could schedule a short presentation by them on the board agenda and allow the members to ask questions directly.

Action Taken: None.

6) Mid-year INK Expense Budget Update / Q1 INK Financial Reports

Friend went over a mid-year update to the 2022 INK Expense Budget that had been included in the packet, along with briefly talking about the INK 2022 Q1 Financial Statements. He noted that the budget for legal services was close to the limit with only \$3,295 remaining as of June 30 for the rest of the calendar year, and that he had already exceeded the budget for printing with printing he had done for the meeting today. Sloan asked about what the appropriate amount might be to increase the legal budget and there was some discussion about that, as well as INK's use of legal services and the amount of authority from the Board the Executive Director has on contractual terms. Blake then spoke about her experience with a budget as a guide and the discretionary authority of an Executive Director she usually encountered. This prompted further discussion about the discretionary authority of the INK Executive Director to exceed the budget.

Action Taken: Burghart to add \$40,000 to the 2022 INK budget for legal services. Seconded by Blake. There was no further discussion. The motion was approved unanimously.

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Action Taken: Yancey moved that the Executive Director have discretionary authority to spend up to \$500 for non-budgeted / over-budget expenses, informing the Board at the next meeting. Seconded by Krauss. The motion was approved unanimously.

Yancey asked Friend why he was working from home. Friend responded that, at present, there was limited additional utility to be gained from going into the office as it was a small office that didn't have other people in it, it just opened on to a hallway - he noted that he had continued to attend in-person meetings and wasn't sure how much longer he would continue to work from home. He expressed that he was still trying to work through the potential risks of exposure with his wife's health condition related to a transplant who remained isolated. Sloan asked Friend to brief the board at next month's meeting (August 2022) about "space utilization, the records, the security of our files, and whatever else we need to know. And, whether that facility is large enough for two employees, and anything else that board members may send you in the meantime."

Friend then very briefly discussed the 2022 Q1 INK Financials. He noted that one main aspect was that they had made significantly more revenue from the courts than they had planned or budgeted, as there had been delays with Judicial Branch migrating courts to a new system that did not charge for records. He then added that the audit was, as far as he knew, pretty much complete – there would be material coming before the board over the next two months, as well as a presentation by the auditor of the results. The Board closed the item by acknowledging receipt of the financial statements.

Action Taken: None.

7) Committee updates

Policy and Procedures Committee. Blake said that the committee had met on June 24th. Wilson had left the board and was not on the call. Because they lacked clarity on the status of the INK organization, they wanted to wait for that information before they spent a lot of time figuring out who to ask for templates, etc. They did talk about four categories that they needed to break policy into: financial, operational, personnel, and board. With information that Mauch provided them today, they can move forward.

Hiring Logistics and Position Description Review committee. Yancey said the committee met briefly and discussed a variety of issues. The only action taken was to have Friend send the draft position descriptions to the strategic planner. Friend confirmed that the members of the committee were finalizing a document at which time he would send, before the next strategic planning meeting.

Action Taken: None.

8) June 2022 Network Manager Report

Jones (by phone) said that he was going to be out of the office for the next month to assist his wife as part of her receiving a transplant. Gordon and Adams would be handling management in his absence.

New Business

The Board agreed by consensus to move the next board meeting to Friday, August 5, 2022 at 10 a.m.

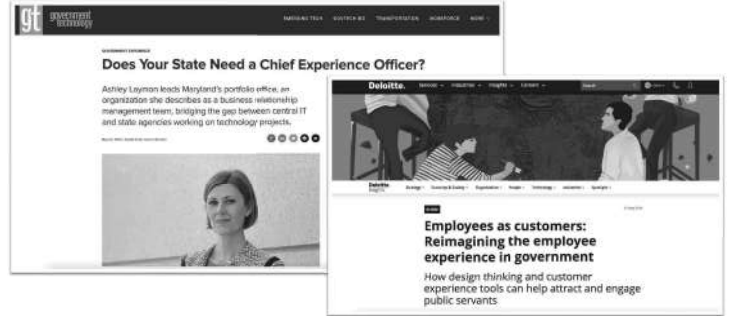
Mauch asked for a motion regarding the INK tax return from the discussion in Executive Session.

Action Taken: Sloan moved to have Goodell Stratton make the appropriate response to the IRS Audit. Seconded by Yancey. There was no discussion. The motion was approved unanimously.

Adjournment: Secretary Burghart moved to adjourn the meeting at 12:20 p.m. The motion was approved unanimously.

State of Government Experience & Customer Engagement

Everything Is About Experience



What's Happening Today



Macro-Trends Driving 'App Store' Moment

Government Response to 'App Store' Moment

- Changing citizen and stakeholder expectations
- New wave of government leaders and thinking
- Democratized cloud infrastructure
- Increased available funding from government
- Loosening procurement rules and regulations
- Existing company and market maturity
- Entrepreneurs looking to tackle complex challenges
- Available capital for companies at all stages of growth

- Procuring and delivering technology as-a-service
- Modernizing underlying systems and processes
- Supporting hybrid as a default workforce model
- Building a foundation for compliance and privacy
- Using low-code/no-code to catalyze innovation
- Greater focus on social justice – digital equity, divide, and inclusion
- CIO evolves to a broker of 'apps' not just technology
- Security and speed as an expectation

The New Roles Government Is Balancing

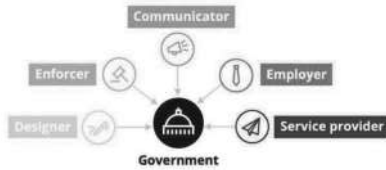
Government as a communicator will provide clear, consistent and adequate communication to all involved in the recovery process.

Government as an enforcer will be in charge of making sure protocols are followed and inspections are conducted.

Government as a designer will draw out the initial plan, lay down the protocols and guidelines needed to reopen.

Government as an employer will have to ensure staff safety, redeployment and retraining of staff to quickly recover.

Government as a service provider will have to rethink delivery of services and create the necessary infrastructure.



Government will have to wear many hats and juggle many responsibilities

Source: Deloitte Development 2020

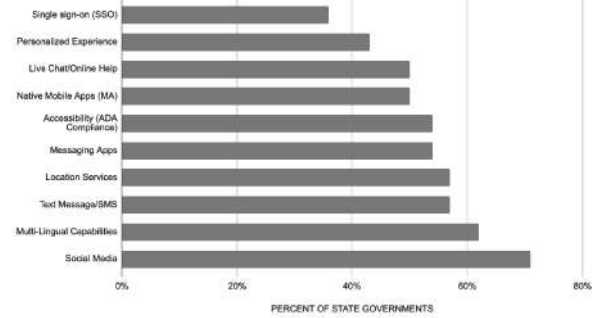
Emerging Experience Challenges That Must Be Mitigated

1. Fragmented Customer Experiences
2. Customers That Are 'Left-Behind' New Experiences
3. Sustaining Long-term Cost/Human Capital to Support Experiences
4. Change Management

e.Republic

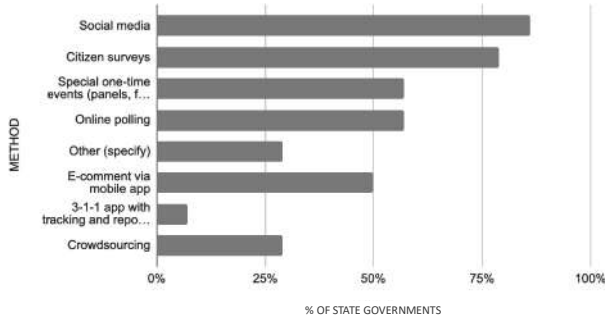
What Are State Governments Doing Today

State Online Experience Adoption



Source: CDG 2021 GovX

How States Are Collecting Citizen Feedback

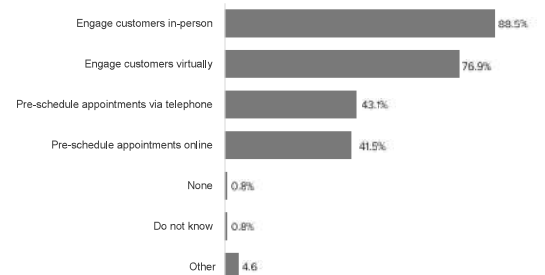


Source: CDG 2021 GovX

STATE OF DIGITAL GOVERNANCE

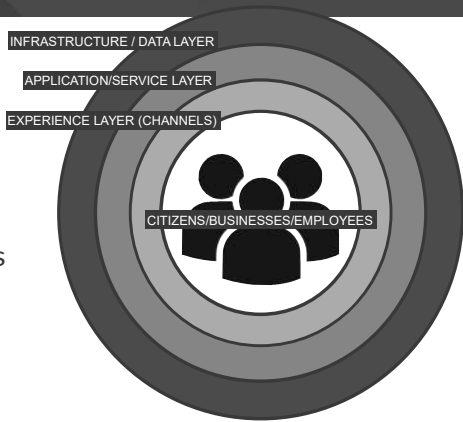
Almost all respondents will engage with customers either in-person or virtually.
More than 75% of respondents will engage customers virtually for the foreseeable future.

How government agencies are planning to engage customers over the next 12-18 months?

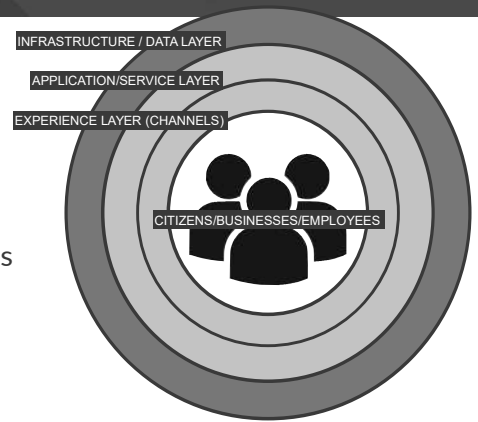


Source: CDG 2022

Customer-Centered Experiences



Customer-Centered Experiences



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EMERGING TECH GOVTECH BIZ TRANSPORTATION WORKFORCE MORE

BUDGET & FINANCE

Texas Legacy Systems to See \$900M in Modernization Funds

Recently signed legislation will ramp up the state's cybersecurity and legacy system upgrades through the newly created Technology Improvement and Modernization Fund. The new law takes effect Sept. 1.

July 29, 2021 - 4:49 PM EDT

Featured Resources

ClearGov

- eBids - Personal Budgeting: Budget Better with 3 Key Steps. Learn how to streamline and modernize your personal budget.
- eBids - Operational Budgeting: Budget Better with 3 Key Steps. Learn how to modernize your spending support.

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Special Reports Work AI Cloud Cybersecurity Education HHS Industry Local Network Payments

NETWORK

Kansas Eyes 2030 Broadband Goal: 'We're Being Aggressive'

Kansas wants to be a top 10 broadband leader in the U.S. by 2030. The state will soon release its first broadband strategy and leverage funding from the federal infrastructure bill and its own grant program.

December 16, 2021 - 1:00 PM EDT, The States Capital Journal

Featured Resources

ncta

- Connecting All Americans Starts with Prioritizing the Unserved
- 10G Gains Ground in Bringing Americans the Home of the Future
- What Broadband Network Performance During COVID Means for America

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Special AI Cloud Cybersecurity Digital Education HHS Higher Education Local Network

NETWORK

North Carolina Unveils Template for Digital Inclusion Plans

The broadband office of the North Carolina Department of Information Technology has released a template to help municipalities design localized plans for connecting families with reliable Internet and device access.

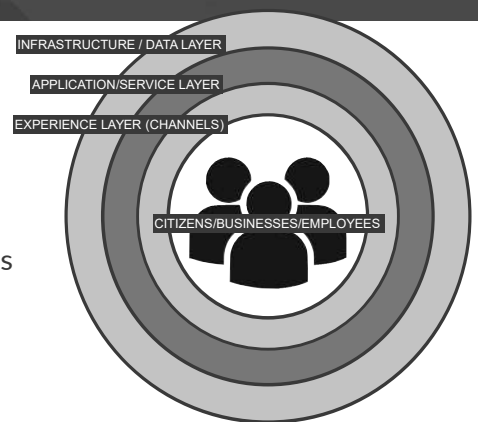
March 9, 2021 - 11:00 AM EDT

Featured Resources

ncta

- Connecting All Americans Starts with Prioritizing the Unserved
- 10G Gains Ground in Bringing Americans the Home of the Future
- What Broadband Network Performance During COVID Means for America

Customer-Centered Experiences



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GOVERNMENT EXPERIENCE

Hawaii Offers Unemployment Assistance Via Phone, Video

The Department of Labor and Industrial Relations is now offering an unemployment insurance assistance line through phone and video in an effort to help those still struggling with their unemployment claims.

April 20, 2020 - Honolulu, The Honolulu Star-Advertiser



Powering optimization, efficiency and better citizen experiences with Appian

Featured Resources

appian

Customer Success: Dallas / Fort Worth International Airport

eBook: Streamlining Government Procurement with a Modern Acquisition Management Solution

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WORKFORCE PEOPLE

Wyoming Dashboard to Use Data to Bolster State Workforce

Gov. Mark Gordon's administration launched a new dashboard with digital tools to support businesses, job seekers and educators in the state with resources about new emerging workforce opportunities.

July 14, 2019 - Cheyenne, Wyo.



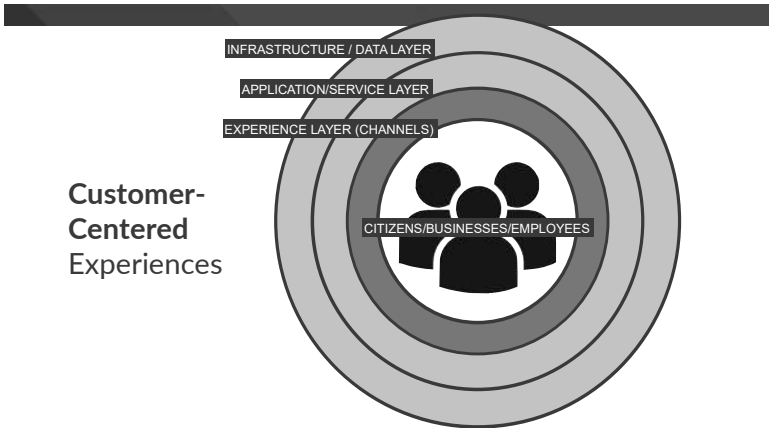
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Available Tool Sets

Education Tools

Career Tools

Business Tools



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GOVERNMENT EXPERIENCE

New York Agencies Push to Implement Language Translation Tech

The efforts to extend language translation capabilities across all state websites that offer public services and COVID-19 information could be given more time by the state Legislature through a recent amendment.

Monday 10/2020 - Appleton, WI



Powering optimization, efficiency and better citizen experiences with Appian

Featured Resources

appian

Customer Success: Dallas / Fort Worth International Airport

eBook: Streamlining Government Procurement with a Modern Acquisition Management Solution

eBook: Modernization in State and

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Gain insight.

Health and Human Services

Virginia Launches Easy Access Site for Seniors, Disabled

Part of the commonwealth's No Wrong Door initiative.

July 27, 2018 - News Bureau



Virginia Gov. Timothy W. Kaine today announced an online resource especially designed for seniors and adults with disabilities.

Virginia Easy Access, presented by the Virginia Department for the Aging, is part of the commonwealth's No Wrong Door initiative. No Wrong Door offers individuals a simple, single point of entry for information on long-term support options, applications for benefits and other supportive programs. It also provides a secure Web-based system that connects state and local public agencies, private organizations and providers, allowing consumer information to be shared in a confidential manner and improving coordination of long-term care services.

"The new Virginia Easy Access Web site is a technology solution for seniors and adults with disabilities throughout the commonwealth who need assistance with finding services," Kaine said. "This Web site is designed to help them navigate the state's complex web of services."

Featured Resources

gainwell

Practical Modernization - A Medicaid Modularity Approach

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GOVERNMENT EXPERIENCE

Kansas Becomes First State to Add AI Tax Assistance Chatbot

The state has created an official 24/7 chatbot named Agent Kay that is capable of answering hundreds of questions from residents about WebFile, the state's full-service online tax filing portal.

January 25, 2018 - Jack Quastner



With tax season now upon us, Kansas has gotten some help for its residents, adding a chatbot named Agent Kay to its online tax portal.

Agent Kay is powered by artificial intelligence (AI) and able to answer hundreds of resident questions about WebFile, the state's online tax filing portal. Agent Kay is, of course, available to help residents with their taxes at any time on any day of the week. Kansas announced the creation of the chatbot Tuesday via Twitter, noting it was the first state to

Featured Resources

appian

eBook: Top 4 Traits of Powerful Portals

eBook: Achieve Your Goals Faster with Case Management

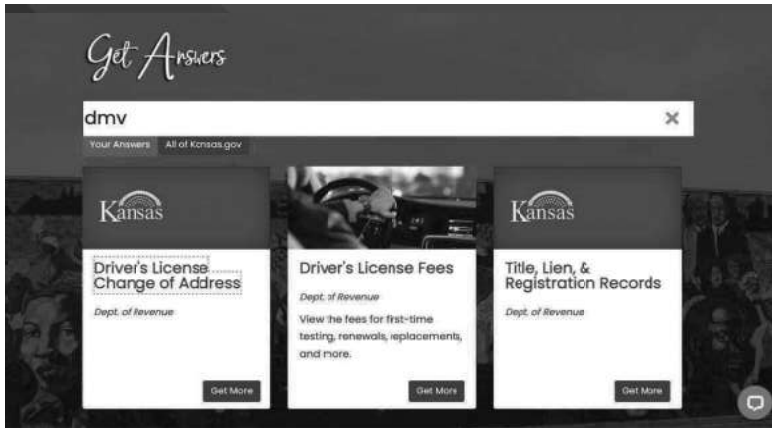
Brief: Appian for State and Local Government

How Customer Experience Is Evolving



The Future Government Experience

Experience: Government-Hosted
Channel: Government-Owned



The Future Government Experience

Experience: Government-Hosted
Channel: Government-Owned

Experience: Government-Hosted
Channel: Third-Party Owned



The Future Government Experience

Experience: Government-Hosted
Channel: Government-Owned

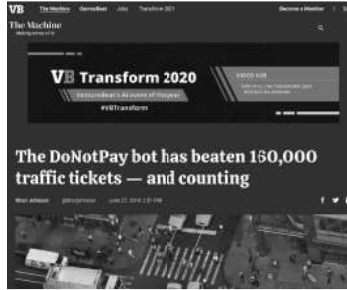
Experience: Government-Hosted
Channel: Third-Party Owned

Experience: Third-Party Hosted
Channel: Third-Party Owned



Robot lawyer startup DoNotPay now lets you file FOIA requests

Zack Whittaker @zackwhittaker · 12:50 PM CDT · December 10, 2020 · Comment



<https://donotpay.com/>

UNEMPLOYMENT

Tech Worker Creates Call Bot to Repeatedly Contact the Unemployment Office

Many people have reported that they struggle to get ahold of a real live person, and some say they still haven't received benefits since the start of the pandemic.

By Christine Rober · Published July 28, 2020 · Updated on July 28, 2020 at 6:25 pm

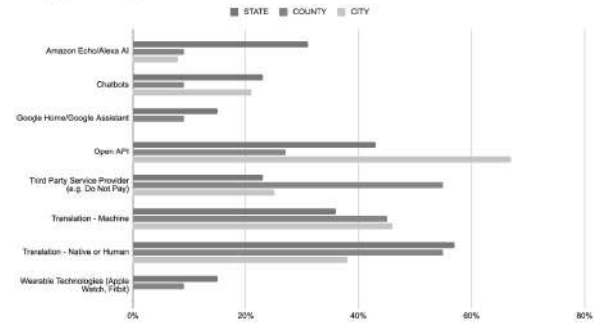


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e.Republic

What's Around the Corner?

Emerging Technologies in Use in State & Local Government



Source: CDG 2021 GovX

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CDG Macrotrend: Government to the Edge



centerdigitalgov.com

MIT Technology Review

Opinion

The EU is launching a market for personal data. Here's what that means for privacy.

In a radical shift for the EU's data governance strategy, the Trusts Project promotes data sharing as a civic duty.

by Anna Artushina

August 11, 2020

The European Union has long been a trendsetter in privacy regulation. Its General Data Protection Regulation (GDPR) and stringent antitrust laws have inspired new legislation around the world. For decades, the EU has codified protections on personal data and fought against what it viewed as commercial exploitation of private information, proudly positioning its regulations in contrast to the light-touch privacy policies in the United States.

CDG Macrotrend: Decentralized Identity & Citizen Data

centerdigitalgov.com

API

CDG Macrotrend: Government Service, Law, and Data APIs

USDOJ
Search All Government
2,884,038,026

All Tools and Services | Benefits, Grants, Loans | Government Agencies and Related Offices | Jobs and Employment | Money and Taxes | Travel and Immigration | Voting and Elections

Federal Laws and Regulations

Commonly Requested U.S. Laws and Regulations

Learn about some of the best-known U.S. laws and regulations.

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- Federal Laws and Agency Enforcement
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- Federal Laws and Regulations
- Freedom of Information Act (FOIA)
- Get Cases of Your Government Through the Service API
- Regulation of Alcohol, Tobacco, Firearms, and Explosives
- Federal and State Laws, Regulations, and Court Decisions

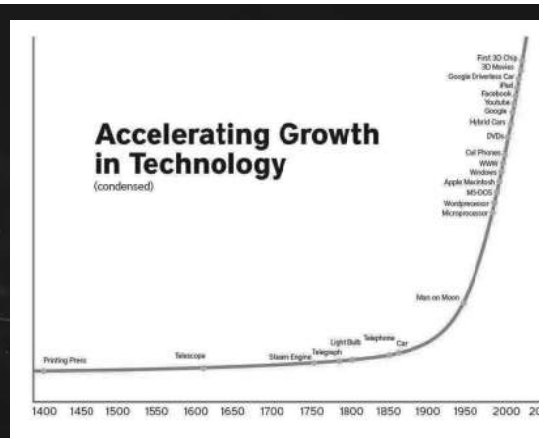
Federal Laws and Agency Enforcement

One way to learn about federal laws and regulations is through the federal agencies charged with enforcing them. Check the list below for links to agency sites or popular legal topics. Where no federal law exists, sites offer compilations of state laws on a topic.

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CDG Macrotrend: Pace of Change & Adoption



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CDG Macrotrend: Humanized AI Interactions

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CDG Macrotrend: Ubiquitous Connectivity

Average internet speed (in gbps)

100
10
1
0.1
0.01

2010 2015 2020 2025 2030

levelisio

THE WALL STREET JOURNAL

5G Smartphones Could Crush Your Home Wi-Fi. So Where's the 5G?

By Andrew Ross

Mail Safari

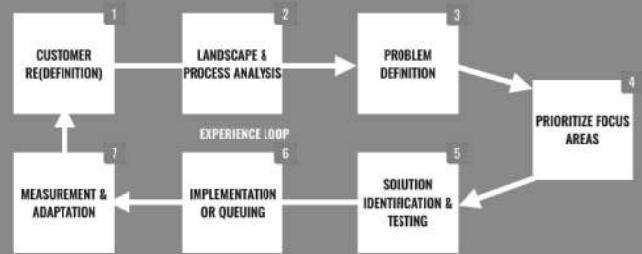
The Death of the Standalone App and What Comes Next

I help you with?

CDG Macrotrend: API Marketplaces

Designing for the Future and the New Customer

BUILDING FOR THE GOVERNMENT EXPERIENCE



Where We Go From Here

- Anticipate the future, don't be disrupted by it.
- Focus on collaboration with other departments, agencies, industry partners, NGOs, etc.
- Measure, adapt, repeat.



Any Questions?



Connect with me on LinkedIn at <https://www.linkedin.com/in/dustinhaisler/>